Introduction

Operation management is pivotal in monitoring activities in organisations across the globe. The concept is vital since it deals with the control of resources from the production to the distribution of products and services. In contemporary society, companies are employing strategic operations management, such as supply chain management to monitor the flow of goods and services in their supply chains. Noteworthy, with globalisation, global supply chain management has become vital in business. The idea is essential for discussion since it is a present issue in society and needs to be analysed critically. According to Amegashie (2015, p. 2), global supply chain management refers to the design, planning, implementation and the control of the supply chains to influence the worldwide logistics, creating a net value while monitoring the supply and demand in managing the performance across the globe. With more companies expanding their markets across the world, the concept of global supply chain management has been evolving over the years. This has been evident since most of the company are either sourcing materials across the globe or selling their products globally (Mentzer et al., 2006, p. 1). As a result, the global supply chain management becomes a central point of focus for the company (Mentzer et al., 2006, p. 1). Universal logistics drives international trade and contributes immensely to the global supply chain; thus, the business needs to manage their supply chains. Noteworthy, global supply chain management is essential since it impacts significantly in the improvement of the operation; embracing philosophies of change such as lean operations, total quality management, and reengineering business processes. The concept is vital since it puts the activities in a competitive context and helps identify key players in the system.

The concept is pivotal in improving the business by ensuring the quality of services and products. In contemporary society, most of the customers are concerned with the quality of the goods in the market. Thus, the companies should ensure that their merchandise is of high quality so that they can command the market. Total quality management is the approach centred in an organisation to ensure the quality and consistency of the products to impact on customer satisfaction.